

Exchange and Return Policy-Web Only Purchases

Damaged Products

Products damaged during shipment will be replaced free of charge. When your order arrives, please inspect the carton for any damage that may have occurred during shipment. It is normal for the shipping carton to show some wear; however, if damage occurred to the item(s) in your shipment, please complete the online [Return and Exchange Form](#) immediately. To ensure prompt resolution, please retain the shipping box, packing materials and the damaged items for inspection by the carrier.

Please see the Exchange and Return Instructions below.

Incorrect Product

If we shipped an incorrect item, we will gladly exchange it. Complete the [Return and Exchange Form](#) to arrange the return shipment of the incorrect product. Once we receive it, we will ship the new product to you. A restocking fee may not apply. MTS will be responsible for the return freight and shipment of the correct product.

Please see the Exchange and Return Instructions below.

Exchange and Return Policy

Returns and exchanges are subject to the following terms and conditions:

- Products can be returned or exchanged within 30 days of reception.
- Returned products will require a 25% restocking fee and must be in new, resalable condition.
- All product returns require a Return Merchandise Authorization (RMA) number. Returns and exchanges will not be accepted without a RMA number.
- **Request for RMA must be within 30 days** of receiving package.
- All returned merchandise must be received at the return center listed below within 30 days of issuance of RMA.
- Return shipping cost is at customer's charge, unless otherwise noted. Shipping fees are not refundable.
- Refunds are processed only upon receipt of returned goods and will be credited within 30 working days thereof.
- We do not accept returns on products not purchased from this website.

Exchange and Return Instructions

1. Within 30 days of receiving your order, complete and submit your [Return and Exchange Form](#) to MTS via our website.
2. MTS will review your form and provide you with your Return Merchandise Authorization (RMA). "Return" constitutes receipt of the product by MTS, and not the mere issuance of a Return Merchandise Authorization (RMA).
3. Once you receive your RMA, please ship the package within 30 days to:
MTS Medication Technologies
13190 56th Ct.
Suite 405
Clearwater, FL 33760
RMA#
Please remember to include your RMA number on the outside of the package; It must be visible for refund processing.
4. As soon as MTS receives and verifies the returned product, the refund transaction will occur (if necessary) and the new item will be shipped within 30 days.

To protect against package loss and to ensure prompt delivery, we recommend shipping your return package via UPS or insured Parcel Post. Please retain receipts and tracking information for your records.